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**TEST INFORMATION GUIDE**

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This test information guide provides a summary of concepts that are tested on the written examination for the **Site Interpreter** job. This information can be reviewed in combination with the class specification and examination announcement to assist you in preparing for the examination.

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**I. SITE VISITOR RELATIONS****(10 Questions)**

Employees in this job must be able to guide and direct site visitors, translate historical information, exercise tact and resourcefulness while remaining courteous. This section tests the interpersonal communication skills applied in your role as a historic site guide. Test question topics include:

- How to effectively respond to questions posed by the public;
- How to effectively relate to difficult individuals encountered on the job;
- Conducting meaningful tours for children;
- Determining the type of information to convey on historic site tours.

**II. INTERPERSONAL RELATIONS****(10 Questions)**

Employees in this job not only represent the site for which they work, but state employees in general. As a state employee, it is important to be courteous and helpful at all times. The questions in this section test interpersonal communication skills applied in your role as a state employee. Test question topics include:

- Methods one can use to promote a favorable impression of the agency and state employees among the general public;
- How to handle individuals who are upset and want to argue;
- Politely refusing requests from site visitors;
- Exhibiting proper attitudes in dealing with the public.

**III. READING COMPREHENSION****(10 Questions)**

Employees in this job must possess the ability to read and understand instructional manuals including the personnel code, literature regarding site significance and related discoveries, site rules and regulations, daily duties, etc. In this test section you are presented with questions requiring the interpretation of written information similar to that encountered on the job.

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#### **IV. ENGLISH USAGE**

**(10 Questions)**

Employees in this job relay information about their assigned site both through oral communication and pamphlets. To be an effective communicator, it is necessary to have an understanding of the rules of grammar. This test section presents questions which test your knowledge of grammar, spelling and punctuation. Test question topics include:

- Correct verb forms and tenses in written communication;
- Correct use of punctuation such as commas, colons and semicolons;
- Identifying misspelled words in a grouping or sentence.

#### **V. VOCABULARY**

**(14 Questions)**

Employees in this job need to use appropriate terminology to best describe objects or characteristics of sites to the public. This section of the exam tests your knowledge of vocabulary related to site interpretation by requiring you to select the correct definition for terms commonly encountered on the job.

#### **VI. HISTORY**

**(10 Questions)**

Employees in this job must possess a basic knowledge of historical facts, persons and events. The questions in this exam section test your knowledge of Illinois, its history and general historical facts. Test question topics include:

- Wars/conflicts;
- Presidential candidates;
- Basic facts of American history;
- Famous people in Illinois history;
- Illinois geography;
- Illinois historical facts.